

10 APR 2019



Jacquelyn  
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Dear Jacquelyn

Thank you for your email of 28 February 2019 to Oranga Tamariki—Ministry for Children (Oranga Tamariki), requesting the following information under the Official Information Act 1982 (the Act):

*What is the standard rate paid to provide cultural supervision to social workers, kaimahi and counsellors?*

*What might be the expectation of the supervision?*

*My main concern sits with the lack of cultural competency among some of our psychologists and workers engaging with Maori. I am particularly interested in filling the lack with packages for training, supervision and professional development.*

*Our company is currently negotiating some contracts for providing cultural supervision and I am shocked by the discrepancies paid to ourselves as Maori, and ... others. So just wanted to know the Oranga Tamariki rate so I can set a rate that is fair for our clients and fair to ourselves.*

On 26 March 2019, I extended the timeframe for response to 11 April 2019. I will address your questions separately.

*What is the standard rate paid to provide cultural supervision to social workers, kaimahi and counsellors?*

Based on my understanding of your request, I have interpreted 'standard rate' to mean the hourly amount paid to individual contractors and/or the total cost of a contract for cultural supervision services provided by an external organisation. As you specifically mention engagement with Māori, I have interpreted cultural supervision in this case to refer to the provision of support to Oranga Tamariki practitioners for safe cultural engagement and practice

with Māori. Under these interpretations, I refuse this part of your request under section 18(e) of the Act, as the information requested does not exist.

While we may have contracts with external organisations to provide services that may include a requirement for some level of cultural competency when engaging with Māori, we do not have any contracts in place, either with individuals or organisations, to provide only these services as cultural supervision services. Cultural competency is often a lens that is placed over many of the services provided by the external organisations to Oranga Tamariki given our commitment to changing outcomes for our tamariki Māori.

*What might be the expectation of the supervision?*

Cultural supervision of our practitioners is embedded in the Oranga Tamariki Practice Framework. The Practice Framework is for everyone at Oranga Tamariki who works directly with tamariki, their whānau (hapū and iwi) and their caregiving families. This includes practitioners working in prevention, intensive intervention, care support, youth justice and transition support services. The Practice Framework is an overarching guide for practice and consists of our practice standards, guidance for our practice standards and a knowledge and evidence base. The group responsible for the Practice Framework is our Professional Practice Group (PPG).

Oranga Tamariki is engaged with a significantly disproportionate number of tamariki Māori and tamariki, whānau, hapū and iwi have told us that we need to understand, engage and work with them in order to achieve better outcomes together. Our indigenous and bi-cultural practitioners have a responsibility to build genuine and respectful relationships with whānau, hapū, iwi and the wider Māori community that acknowledge their expertise and enable their full participation in decisions about their tamariki. Ensuring that our practitioners have active and on-going cultural supervision is essential to this quality professional practice.

The PPG works to support and enhance the quality of professional practice, through the provision of practice-related advice, quality assurance, review processes, data and analysis. Within the PPG is the Māori Practice team, which leads the development of Māori specific practice systems, tools, frameworks and guidance using appropriate methodologies. It also supports the development of quality assurance systems to assess quality for Māori and to provide specialist expertise and support to the PPG, and across Oranga Tamariki, on issues, methods of engagement and Māori methodologies.

Cultural supervision is encompassed within the practice standard 'Use professional supervision' that forms part of the Practice Framework. Although cultural supervision is separate from professional supervision, it is intrinsically part of the supervision and support provided to staff. The 'Use professional supervision' practice standard sets expectations for professional supervision practice for supervisors and practitioners within the organisation. All Oranga Tamariki practitioners who work directly with tamariki, and their supervisors, team leaders or managers, must have a supervision agreement.

Cultural supervision is about cultural accountability and cultural development, and ensures that the aspirations of all cultures are respected and explored within the supervisory relationship, and that our services are delivered through culturally responsive, effective and acceptable practices. There are broad and varied understandings about cultural supervision; however there

is general agreement that this process is founded on a major premise that the culture of the supervisor and supervisee invokes different needs, understandings and responsiveness.

Our Māori-centred supervision provides for working effectively with Māori as a key focus for Oranga Tamariki. A significant portion of our service interactions are with Māori and our practitioners need to be culturally responsive to be effective. Professional supervision contributes significantly to improving best practice and outcomes for Māori.

Te Tiriti o Waitangi underpins the bicultural partnership between Māori as tangata whenua and tauwi in Aotearoa. Our practitioners have obligations to work in partnership with Māori in ways that support their participation and protection as indigenous people in matters that concern them. Under Te Tiriti o Waitangi, there is an obligation that identifies a need for Māori-centred supervision and directly links to our Practice Framework knowledge base 'Working effectively with Māori'. Māori-centred supervision can be:

- tangata whenua – where participants (supervisor and supervisee) are Māori
- tangata whenua (cross-cultural) – Māori working with other cultures
- tauwi (bicultural) – those who are not Māori who are working with Māori.

In addition, other cultural realities need to be taken into account when addressing supervision. In our work with Pacific children and families, practice principles of humility, dignity, responsibility, relationship, spirituality, guardianship and child's best interest are integral to the supervisory engagement.

Currently, who undertakes cultural supervision is based on skill level rather than identified job title within Oranga Tamariki. Cultural supervision provides a direct lens over Te Mana O Te Tamaiti, whakapapa and whanaungatanga. All supervisors should be able to provide culturally competent supervision regardless of their ethnicity. Supervisors should know when to seek cultural advice and/or supervision and have identified people they can access. Cultural consultation brings culturally specific knowledge, skills and expertise to the supervision session or may be case specific situations that require cultural input. Cultural consultation can be sought from a number of internal sources, such as from the Chief Advisor Māori or the Māori Practice team within the PPG.

Additionally, our practitioners have access to Care and Protection Resource Panels, which are statutory bodies under the Oranga Tamariki Act 1989. Panels are funded by Oranga Tamariki and comprise members from the local community who have professional, community and cultural knowledge and experience of children and young people including:

- education e.g. teachers, school guidance counsellors
- health e.g. doctors, plunket nurses, mental health workers
- social services e.g. family violence, intervention workers, victim support workers
- iwi social services
- cultural advisors
- youth services e.g. youth aid workers
- Family Court e.g. lawyers.

Panel members meet as a group on a regular basis. Their role is to provide advice and support to social workers, co-ordinators and members of the police about care and protection matters and provide a process for review.

You have the right to ask an Ombudsman to review this decision. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or by contacting them on 0800 802 602.

If you wish to discuss any aspect of your request with us, including this decision, please feel free to contact [OIA\\_Requests@ot.govt.nz](mailto:OIA_Requests@ot.govt.nz).

Yours sincerely



Steve Groom  
**General Manager Public, Ministerial and Executive Services**